

SIKKIM



GOVERNMENT

GAZETTE

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Gangtok

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No. 333

**RURAL MANAGEMENT & DEVELOPMENT DEPARTMENT
GOVERNMENT OF SIKKIM
GANGTOK**

No: 06/RM&DD/19-20

Dated: 31.07.2019

NOTIFICATION

Grievance Redressal Mechanism System

Whereas, the State Government under Rozgar Yojana has deemed it expedient to appoint a total number of 1040 Grievance Redressal Assistants. And whereas, the State Government so far has appointed 740 numbers of Grievance Redressal Assistants at Ward level for providing quick disposal of grievances received from the public.

Now therefore, for effective and timely redressal of public grievances, the State Government is hereby pleased to constitute the following Committees, namely:-

1. Ward level Redressal Committee:

Chairperson	–	Ward Panchayat Members
Member	–	Headmaster of Junior High School/ Senior Secondary School
Member	–	Non Governmental Organization/ Social Organization nominated by the Panchayat
Member Secretary	–	Village Grievance Redressal Assistant

2. GPU level Redressal Committee:

Chairperson	–	Panchayat President of Gram Panchayat Unit
Member	–	Headmaster of Junior High School/Senior Secondary School
Member	–	Non Governmental Organization/ Social organization nominated by the Panchayat
Member Secretary	–	Panchayat Development Assistant

Unresolved grievances with the available background papers/documents shall be submitted to the Member Secretary of the Gram Panchayat Unit level Redressal Committee. The Panchayat is empowered to co-opt the members from concerned department or field on need basis.

3. District level Redressal Committee:

Chairperson	–	Zilla Adhyaksha
Deputy Chairperson	–	Upadhyaksha
Member	–	District Collector
Member	–	Non Governmental Organization nominated by the Chairperson
Member Secretary	–	District Planning Officer

The Zilla Adhyaksha can co-opt members on need basis.

4. Appellate Authority:

Director Panchayat, Rural Management & Development Department, Government of Sikkim shall be the Appellate Authority.

5. Appeal:

Any person aggrieved with an order made by Ward Level Redressal Committee, may approach Gram Panchayat Unit (GPU) Level Redressal Committee within 15 (Fifteen) days from the date of such order. In the same manner, if the aggrieved person is not satisfied with the order of the Gram Panchayat Unit (GPU) Level Redressal Committee the same may be challenged before District Level Redressal Committee within 15 (Fifteen) days from the date of such order.

If the grievances still remain unresolved at District Level Redressal Committee the aggrieved person may prefer an appeal against such order of the District Level Redressal Committee to the Director Panchayat, Rural Management & Development Department, Government of Sikkim within 30(Thirty) days from the date of such order.

6. Hearing of Appeal:

An appeal filed before the Appellate Authority, i.e. the Director Panchayat, Rural Management & Development Department, shall be heard expeditiously and an endeavour shall be made to finally dispose of the appeal within a period of 60 (Sixty) days from the date of its admission.

7. The time limit for resolution of grievances at various level shall be as follows, namely:-

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|-------|------------------------------------|---|-----------------|
| (i) | Ward level Redressal Committee | – | (one) 1 month. |
| (ii) | GPU level Redressal Committee | – | (one) 1 month. |
| (iii) | District level Redressal Committee | – | (two) 2 months. |

By order and in the name of the Governor.

C.S. Rao, IFS
Secretary
Rural Management & Development Department,
Government of Sikkim.